



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

10/4/2013

Date Complaint Received:	9/26/13
Complaint Received By:	DHS Intake; Child Care Compliance: Michelle Noddings
Provider Name and Location:	Cassie Phelps 109 W. Prospect St. Red Oak, IA 51566

Complaint: Provider is not caring for younger children and not ensuring children are getting outside to play during the daytime. Provider is not addressing mental health needs and has rapid mood swings which causes the children to fear her. Provider's husband is not be present during daycare hours and to not live in the home. Provider reportedly lied to Central Registration and stated he does not live there. Husband resides there and often cares for children in care. Possible DV in the home.

Rule Basis:

Findings: DHS completed compliance check on 9/27/2013. The provider reported the reports of allowing 9 month old child to cry all day are false. She reported she cares for him. Provider reports the children all go outside to play daily after snack and the school children get off bus. Provider reported she has seen her primary care doctor in the last 2 weeks and he told her that she did not have to take psychotropic medications anymore. Provider denied having mood swings or that the children are fearful of her. On the day of the compliance visit, there was only provider's very young children present and an infant. Provider reported her husband resides elsewhere and is never at the daycare except to come see children. It was explained to provider that husband cannot be at the daycare home during daycare hours. She denied that he ever looks after the children and reported she closes if she has an appointment. Provider denied being fearful in her home or fearful of her husband.

Resolution: Provider was non-compliant with items on compliance checklist and will have a unannounced re-check. DHS reviewed all concerns above with provider. Provider agreed to not have husband in the home.

If you have any questions regarding this matter feel free to contact me at (712) 328-5713 or email address mnoddin@dhs.state.ia.us.

Sincerely,

Michelle Noddings
Social Worker